



TITLE VI COMPLAINT PROCEDURES

Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited under Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, may file a complaint with the recipient. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Senior Compliance Officer for review and action.

- To have a complaint considered under this procedure, the complaint must be filed no later than 180 days after the date of discrimination or the date on which the conduct was discontinued.
- The complaint must be in writing, and both dated and signed by the complainant or complainant's representative. (*See Discrimination Complaint Form*).
- Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of the recipient, the person shall be interviewed by the Title VI Program Manager. If necessary, the Civil Rights Office will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to the Authority's investigative procedures⁶.
- Within fifteen (15) days, the Title VI Program Manager will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to be taken, process the allegation, and advise the complainant of other avenues of redress available. The following information should be included in the complaint:
 - Name, address, and phone number of the complainant.
 - Name (s) and addresses of alleged discriminating official(s).
 - Basis of complaint (i.e. race, color, national origin, gender or disability).
 - Date of alleged discriminatory act(s). o A statement of the complaint.
 - Other agencies where the complaint has been filed.
 - An explanation of the actions VIPA has taken or has proposed to resolve the issue raised in the complaint.
- Within sixty (60) days, the Title VI Program Manager will investigate the allegation and based on the information obtained, will render a recommendation for action in a report to the Executive Director of the Authority. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
- Within ninety (90) days of the receipt of a complaint, the Authority will notify the complainant in writing of the proposed disposition of the matter. The notification will advise the complainant rights if he/she is dissatisfied with the decision rendered by the Authority. The Title VI Program



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Manager will also provide the Department of Justice with a copy of this decision and summary of findings upon completion of the investigation.

- The Authority broadly posts Title VI contact information on its website and in VIPA facilities open to or frequented by the general public:

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